

# **1999 CUSTOMER SURVEY**

## **Appendix 1: Telephone Survey Questionnaires**

Executive-Level Telephone Questionnaire

General Customer Telephone Questionnaire

**C99077 OFM Customer Satisfaction Executive Survey**  
**Final Questionnaire June 1999**

ASK TO SPEAK WITH RESPONDENT >  
IF CANNOT REACH THIS PERSON DIRECTLY, SAY: I am calling from Gilmore Research Group on behalf of OFM, the Washington State Office of Financial Management. We are working with OFM to reach selected people in state management positions regarding a short survey about their experience with OFM.  
(Mr.)/(Ms.) <resp >  
is one of the people we are trying to contact. Can you suggest a good time to reach (him)/(her) to complete a 6-minute telephone interview?  
WHEN SPEAKING WITH RESPONDENT: Hello, this \_\_\_\_\_ from Gilmore Research Group. We are working with the Office of Financial Management on a very short survey with selected people about their experience with OFM. May I ask you a few questions? I would like to confirm that you have had some type of contact with OFM in the past 12 months. Is that correct?  
IF NEEDED: My questions take less than seven minutes.  
51 Yes, had contact 52 No, had no contact PRESS CODE @int02  
02 Arrange call-back 09 Make appointment  
  
PRESS F7 FOR IF NEEDED STATEMENTS PRESS F1 TO SCROLL AND SELECT ALL OTHER CODE

**5:** **INT02**

***IF NOT AVAILABLE, ARRANGE CALL-BACK***

Hello, this is \_\_\_\_\_ for Gilmore Research Group.

( 1/ 127)

**10:** **Q1B**

By contact, I am including requesting information from OFM, providing information or data TO OFM, using OFM publications, or participating in financial management discussions that included OFM representatives. Have you had any of these types of contacts?

( 1/ 134)

Yes.....1 => XQ5  
No, had no contact.....3  
Don't know/Refused.....2 => XQ5

**11:** **INT05**

Thank you for your time. I do want to speak with people who have had recent OFM contact. Have a good day.

( 1/ 135)

No, had no recent contact.....61 => /END

Before we proceed, I would like to assure you that this survey is totally confidential. OFM will not know who has taken part in this survey.

All responses will be combined, and results will be presented to OFM based only on the total of aggregated responses in the study.

IF NEEDED: Responses to some of the questions will be published in an appendix to the report, but any names or other information that could identify someone will be removed.

1 Contine

PRESS CODE @xq5

**12:** **XQ5**

**13:** **Q2**

My questions ask you to rate OFM on several attributes based on your experience with them in the past twelve months. Please use a 7-point scale, where 1 is the low or bottom of

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Final Questionnaire June 1999**

the scale and 7 is high, or the top of the scale. The first one is. . . IF NEEDED: By experience, I mean either personal contact or through feedback from others in your agency or elsewhere in state government.

( 1/ 138)

Continue .....1 D

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**14:**

**Q3**

How would you rate OFM for helping you understand the fit between your agency's priorities and the Governor's priorities? Would you say, 1, OFM does not help at all, 7, OFM helps extremely well, or some number in between?

( 1/ 139)

Not at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely well .....7  
Don't know/Refused .....8  
Not applicable .....9

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**15:**

**Q3A**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 140 - 142 - 144 - 146 - 148 - 150)

Yes, RECORD COMMENTS .....01 O  
No .....02 X

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**16:**

**Q4**

Next, please rate the OFM COMMITMENT to helping your agency succeed. Use a 1 if you feel the commitment is very low, 7 if the commitment is extremely high or use any number in between.

( 1/ 152)

Not at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely well .....7  
Don't know/Refused .....8  
Not applicable .....9

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**17:**

**Q4A**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 153 - 155 - 157 - 159 - 161 - 163)

Yes, RECORD COMMENTS .....01 O  
No .....02 X

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**Final Questionnaire June 1999**

**18:**

**Q5**

To what extent does OFM's publication, The Ear, provide you with valuable information to help you do your job? Would you say the information value is 1, very low, 7, extremely high, or some number in between?

( 1/ 165)

Very low .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely well .....7  
Don't know/Refused .....8  
Not applicable/Not familiar.....9

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**19:**

**Q5A**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 166 - 168 - 170 - 172 - 174 - 176)

Yes, RECORD COMMENTS .....01 O  
No .....02 X

---

**20:**

**Q6**

How well does OFM communicate and coordinate operations WITHIN its own agency?  
Would you say, 1, not at all well, 7, extremely well, or some number in between?

( 1/ 178)

Not all well.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely well .....7  
Don't know/Refused .....8 => TIME  
Not applicable .....9 => TIME

---

**21:**

**Q6A**

Please rate the extent to which you feel OFM has IMPROVED the communication and coordination within OFM over the past 12 months? Use a 1 if you feel there has been no improvement at all, a 7 if you feel there has been an extremely high degree of improvement, or use any number in between.

( 1/ 179)

No improvement at all.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
High degree of improvement .....7  
Don't know/Refused .....8  
Not applicable .....9

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Final Questionnaire June 1999**

**22:**

**Q6B**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 180 - 182 - 184 - 186 - 188 - 190)

Yes, RECORD COMMENTS .....01 O

No .....02 X

---

**23:**

**Q6C**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 192 - 194 - 196 - 198 - 200 - 202)

RECORD COMMENTS .....01 O

Budget doesn't seem to communicate with other parts of OFM(specific for  
Budget) .....02 N

Budget and Accounting not consis tent;each says/does different things;don't  
speak with common voice.(specifically,Budget and Accounting).....03 N

It's been poor and hasn't improved;no visible effort to coordinate information  
among the various areas of OFM(general) .....04 N

All other,misc. ....20 N

Don't know/Not sure .....98 X

Refused .....99 X

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**26:**

**INT01**

*\$E*

That concludes my questions; thank you very much for your time.

( 1/ 212)

COMPLETED INTERVIEW .....01 D => END

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ASK TO SPEAK WITH RESPONDENT

>

Hello, this is \_\_\_\_\_ from Gilmore Research Group. We are working with the Washington State Office of Financial Management, or OFM, on a survey to help OFM better understand and provide service that its customers want. Your name has been randomly selected for this telephone survey among those who have some contact with OFM.

I would like to confirm that you have had some type of contact with OFM in the past 12 months. Is that correct?

- 51 Yes, have had contact PRESS CODE @int02
- 52 No/Don't know if had contact
- 02 Arrange call-back
- 09 Make appointment
- 19 Wrong number/No longer with organization
- 60 Wants Explanation sheet faxed first

**14:**

**Q2**

By contact, I am including requesting information from OFM, providing information or data TO OFM, using OFM publications, or using OFM computerized financial systems such as AFRS or BPS. Have you had any of these types of contacts?

( 1/ 153)

- 01 .....Yes 1 => INT04
- 02 .....No, had no contact 3
- 03 .....Don't know/Refused 2 => INT04

**15:**

**INT05**

Thank you for your time. I do want to speak with people who have had recent OFM contact. Have a good day.

( 1/ 154)

- 01 .....No, had no recent contact 61 => /END

**16:**

**INT04**

The interview will take about 15 to 18 minutes, would this be a convenient time for you? IF NO, ASK IF CAN SEND INFORMATION FAX PRESS F7 FOR IF NEEDED STATEMENTS

( 1/ 156)

- 01 .....Yes 51 D
- 02 .....02 ARRANGE CALL-BACK 02 => /CB
- 03 .....09 ARRANGE APPOINTMENT 09 => /CB
- 04 .....61 FAX INFORMATION SHEET, THEN CALLBACK 60 => /FAX

Before we proceed, I would like to assure you that this survey is totally confidential. OFM will not know who has taken part in this survey.

All responses will be combined, and results will be presented to OFM based only on the total of aggregated responses in the study.

IF NEEDED: Responses to some of the questions will be published in an appendix to the report, but any names or other information that could identify someone will be removed.

1 Contine

PRESS CODE @xq5

17:

XQ5

First of all, which of these OFM product and service areas have you had contact with in the past 12 months?

- 1 The Budget Division of OFM
- 2 The OFM Statewide Accounting Consultants group IF NEEDED: This is the group that produces the state administrative and accounting manual, the CAFR (CAFF-er), provides accounting training, and offers assistance and consulting on accounting issues
- 3 The Statewide Financial Systems group that supports such systems as AFRS, APS ("apps"), TAPS (rhymes with apps), BASS (rhymes with grass), or BPS
- 4 Personal Services Contracting Group
- 5 Or Population and Forecasting Group

6 None of the above/Don't know/Refused PRESS CODE @q6

IF NONE OF THE ABOVE, AND IF NEEDED NOT USED, PROBE: Let me just confirm if you use any of these products or services. The state administrative and accounting manual, the CAFR (CAFF-ER), any accounting training, or any OFM assistance or consulting on accounting issues. Have you used any of those in the past 12 months? IF YES, CODE 2, IF NO, CODE 6

18:

Q6

READ 1-5. UP TO 5 ANSWERS. PRESS ENTER TO CONTINUE \$b

19:

INT06

Thank you for your time. I do want to speak with people who have had recent OFM contact. Have a good day.

01 .....NONE OF THE ABOVE/DON'T KNOW/REFUSED 62

( 1/ 164)

=> /END

The following questions ask you to rate OFM on several attributes based on your experiences with them in the last twelve months. Please use a 7 point scale where 1 is the low or bottom of the scale, and 7 is high, or the top of the scale.

Thinking about your experience in the past twelve months. ..

IF NEEDED: By experience, I mean either personal contact or through feedback from others in your <word7 >

34:

XQ7

**35:**

**Q7A1**

How well does the OFM Budget Division help your <word7 > succeed in carrying out its responsibilities? Would you say, 1, not at all, 7, extremely well, or some number in between?

( 1/ 201)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**36:**

**Q7A2**

How well does the OFM Statewide Accounting Consultants Group help your <word7 > succeed in carrying out its responsibilities? (Would you say, 1, not at all, 7, extremely well, or some number in between?)

( 1/ 202)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**37:**

**Q7A3A**

Other than the Budget Division or Accounting Consultants, how well does OFM help your <word7 > succeed in carrying out its responsibilities? (Would you say, 1, not at all, 7, extremely well, or some number in between?)

( 1/ 203)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9



**38:**

**Q7A3B**

How well does OFM, overall, help your <word7 > succeed in carrying out its responsibilities? Would you say, 1, not at all, 7, extremely well, or some number in between?

( 1/ 204)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**39:**

**Q7B1**

Overall, to what extent is the OFM Budget Division customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 205)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**40:**

**Q7B2**

Overall, to what extent is the OFM Accounting Consultants Group customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 206)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**41:**

**Q7B3A**

Other than Budget or Accounting Consultants, to what extent is OFM customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 207)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

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**42:**

**Q7B3B**

Overall, to what extent is OFM customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 208)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

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**43:**

**Q7C1**

How useful to you are the OFM instructions for preparing the budget? Would you say, 1, not at all, 7, extremely useful, or some number in between?

( 1/ 209)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

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**47:**

**Q7D1**

How would you rate the integrity of the information OFM provides to your <WORD7 >? By integrity, I mean that the information is accurate, objective, trustworthy and credible. Would you say 1, very low, 7 extremely high or some number in between?

( 1/ 213)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

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**51:**

**Q7E**

How well does the OFM Statewide Financial Systems Group equip you with the tools YOU need to do your job? Would you say 1, not at all, 7, extremely well, or some number in between?

( 1/ 217)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

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**55:**

**Q7G1**

How well does Personal Services Contracting Group meet your needs? Would you say 1, not at all, 7, extremely well, or some number in between?

( 1/ 221)

01 .....	Not at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

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**59:**

**Q7H**

How would you rate OFM overall for helping you understand the fit between your agency's priorities and the Governor's priorities? Would you say, 1, OFM does not help at all, 7, OFM helps extremely well, or some number in between?

( 1/ 225)

01 .....	No help at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Helps extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**60:**

**Q7H1**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 226 - 228 - 230 - 232 - 234 - 236)

01 .....	Yes, RECORD COMMENTS	01	O
02 .....	No	02	X

( 1/ 238)

01 .....Now, thinking of OFM as a whole, 1

**62:**

**Q7I**

<word1 > Please rate the OFM COMMITMENT to helping your agency succeed. Use a 1 if you feel the commitment is very low, 7 if you feel the commitment is extremely high or any number in between.

( 1/ 239)

01 .....	Very low	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely high	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**63:**

**Q7I1**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 240 - 242 - 244 - 246 - 248 - 250)

01 .....	Yes, RECORD COMMENTS	01	O
02 .....	No	02	X

**64:**

**Q7J**

To what extent does OFM's publication, The Ear, provide you with valuable information to help you do your job? Would you say the information value is 1, very low, 7, extremely high, or some number in between?

( 1/ 252)

01 .....	Very low	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely high	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**65:**

**Q7J1**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 253 - 255 - 257 - 259 - 261 - 263)

01 .....	Yes, RECORD COMMENTS	01	O
02 .....	No	02	X

**66:**

**Q7K**

How well does OFM communicate and coordinate operations WITHIN its own agency? Would you say, 1, not at all well, 7, extremely well, or some number in between?

( 1/ 265)

01 .....	Not at all well	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely well	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**67:**

**Q7KA**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 266 - 268 - 270 - 272 - 274 - 276)

01 .....	Yes, RECORD COMMENTS	01	O
02 .....	No	02	X

68:

Q7K1

Please rate the extent to which you feel OFM has IMPROVED the communication and coordination WITHIN OFM within the past 12 months. Use a 1 if you feel there has been no improvement at all, a 7 if there has been an extremely high degree of improvement, or any number in between.

( 1/ 278)

01 .....	No improvement at all	1
02 .....		2
03 .....		3
04 .....		4
05 .....		5
06 .....		6
07 .....	Extremely high improvement	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

69:

Q7K2

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 279 - 281 - 283 - 285 - 287 - 289)

01 .....	Yes, RECORD COMMENTS	01	O
02 .....	No	02	X

70:

Q7K3

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 291 - 293 - 295 - 297 - 299 - 301)

01 .....	RECORD COMMENTS	01	O
02 ..	Budget doesn't seem to communicate with other parts of OFM(spec for Budget)	02	N
03	Budget and Accounting not consistent;each says/does different things;don't		
04	speak with common voice(specifically Budget and Accounting).....	03	N
05	It's been poor and hasn't improved;no visible effort to coordinate information		
06	among the various areas of OFM(general) .....	04	N
05 .....	All other,misc	20	N
06 .....	Don't know/Not sure	98	X
07 .....	Refused	99	X

76:

X8A

The next series of questions deals with your interaction with the OFM Budget Division. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the OFM Budget Division.)

( 1/ 308)

01 .....	Continue	1	D
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77:

Q8AA

The rationale for OFM Budget decisions is explained to me or my <WORD7 >  
(Would you say, 1: you don't agree at all, 7: you agree completely or some number  
in between?)

( 1/ 309)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9

79:

Q8AB

The OFM Budget Division makes decisions in a timely manner. (Would you say,  
1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 311)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9

80:

Q8AB1

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 312 - 314 - 316 - 318 - 320 - 322)

01 .....	RECORD COMMENTS	01	O
02	Takes too long to get responses to my questions/needs;have to leave voice		
03	message and wait for someone to get back to me .....	02	N
04	Response time too short after OFM request gets to us;information on		
05	Governor's policies comes at the last minute.....	03	N
04 .....	Decisions not prioritized--most important ones should be done first	04	N
05 .....	All Other Misc.	20	N
06 .....	Don't know/Not sure	98	X
07 .....	Refused	99	X

**81:**

**Q8AC**

I am treated fairly by the OFM Budget Division. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 324)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9

**82:**

**Q8AD**

Budget Division staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 325)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9

**83:**

**Q8AE**

Budget Division staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 326)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9



**84:**

**Q8AF**

Budget Division staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 327)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9

**85:**

**Q8AG**

Budget Division staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 328)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9

**86:**

**Q8AH**

The OFM Budget Division staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 329)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/refused	8
09 .....	Not applicable	9

**87:**

**X8B**

The next series of questions deals with your interaction with the Statewide Accounting Consultants Group. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of Statewide Accounting Consultants.)

( 1/ 330)

01 .....	Continue	1	D
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88:

Q8BA

The Accounting Consultants Group makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 331)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

89:

QBA1

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 332 - 334 - 336 - 338 - 340 - 342)

01 .....	RECORD COMMENTS	01	O
02 .....	Not decisive;lack knowledge,authority	02	N
03 .....	Takes too long to make decisions	03	N
04 .....	All other misc.	20	N
05 .....	Don't know/Not sure	98	X
06 .....	Refused	99	X

90:

Q8BB

I can be involved in decisions of the Accounting Consultants Group that affect my job. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 344)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

91:

Q8BB1

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 345 - 347 - 349 - 351 - 353 - 355)

01 .....	RECORD COMMENTS	01	O
02 .....	Never involved/consulted,neve given opportunity;OFM doesn't appear to be		
03 .....	open to input;they have all the know/exp;don't sk/wnt input from agn/peop..	02	N
03 .....	Don't know how to go about it	03	N
04 .....	All Other,Misc	20	N
05 .....	Don't know/Not sure	98	X
06 .....	Refused	99	X

**92:**

**Q8BC**

I am treated fairly by the Accounting Consultant Groups. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)C

( 1/ 357)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**93:**

**Q8BD**

The Accounting Consultants staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 358)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**94:**

**Q8BE**

The Accounting Consultants staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 359)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**95:**

**Q8BF**

The Accounting Consultants staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 360)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**96:**

**Q8BG**

The Accounting Consultants staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 361)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**97:**

**Q8BH**

The staff of the Accounting Consultants Group are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 362)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

98:

Q8BI

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What additional products or services could the Statewide Accounting Consultants Group provide that would be useful to you?

( 1/ 363 - 365 - 367 - 369 - 371 - 373)

01 .....	RECORD RESPONSE	01	O
02 .....	More prompt in decision making	02	N
03 .....	More prompt in getting responses back/more responsive/accessible	03	N
04 .....	More definate/better documentation in decision making	04	N
05 .....	More/better staffing	05	N
06 .....	Improve accounting systems/access/support	06	N
07 .....	Offer electronic payments processing	07	N
08 .....	Update Policies and Prodedures Manual	08	N
09 .....	More/better training/eastside	09	N
10 .....	More information on website/make website more user-friendly	10	N
11 .....	More budgeting tools	11	N
12 .....	More detailed handbooks	12	N
13 .....	Other misc.	20	N
14 .....	They offer all we need/have done everything they can	96	N
15 .....	Nothing in particular	97	N
16 .....	Don't know / not sure	98	X
17 .....	Refused	99	X

99:

X8C

The next series of questions deals with your interaction with the Statewide Financial Systems Group of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Financial Systems Group.)

( 1/ 375)

01 .....	Continue	1	D
----------	----------	---	---

100:

Q8CA

I can be involved in the decisions of the Financial Systems Group that affect my job. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 376)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**101:**

**Q8CB**

I am treated fairly by the Financial Systems group. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 377)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**102:**

**Q8CC**

The Financial Systems Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 378)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**103:**

**Q8CD**

The Financial Systems Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 379)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**104:**

**Q8CE**

The Financial Systems Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 380)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**105:**

**Q8CF**

The Financial Systems Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 381)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**106:**

**Q8CG**

The Financial Systems Group staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 382)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**108:**

**X8D**

The next series of questions deals with your interaction with OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Population and Forecasting Group.

( 1/ 384)

**109:**

**X8D1**

The next series of questions deals with your interaction with the Population and Forecasting Group of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Population and Forecasting Group.

( 1/ 385)

01 ..... Continue 1 D

**110:**

**Q8DA**

I am treated fairly by the Population and Forecasting group of OFM. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 386)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**111:**

**Q8DB**

Population and Forecasting Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 387)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9



**112:**

**Q8DC**

Population and Forecasting Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 388)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**113:**

**Q8DD**

Population and Forecasting Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 389)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**114:**

**Q8DE**

Population and Forecasting Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 390)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**115:**

**Q8DF**

The OFM Population and Forecasting group staff are technically knowledgeable.  
(Would you say, 1: you don't agree at all, 7: you agree completely or some number  
in between?)

( 1/ 391)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**116:**

**Q8DG**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What additional products or information could the Population and Forecasting  
Group provide that would be useful to you?

( 1/ 392 - 394 - 396 - 398 - 400 - 402)

01 .....	RECORD COMMENTS	01	O
02	More detail/specific forecasting geographically(county,city, unincorporated,		
03	GMA'S ZIPs,etc.) .....	02	N
03 .....	More detail/specific forecasting with demographics and other sub-groups	03	N
04	More frequent population updates(particularly the further we are from Census		
05	year).....	04	N
05 .....	Provide more information/help on technology (TIGER files,GMS,graphing)	05	N
06 .....	Provide more background on how projections are derived	06	N
07 .....	Personnel interaction(listen to us,timely return of information)	07	N
08 .....	Publish catalog of products/services/frequency of updates	08	N
09 .....	Provide various formats of data/data books	09	N
10 .....	Other misc	20	N
11 .....	They offer all we need/have done everything they can	96	N
12 .....	Nothing in particular	97	N
13 .....	Don't know / not sure	98	X
14 .....	Refused	99	X

**117:**

**X8E**

The next series of questions deals with your interaction with Personal Services  
Contracting Group of OFM. For these questions, please use the 7-point scale  
again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If  
you have not had personal experience, please just answer based on what you may  
know or have heard or your perceptions of the Personal Services Contracting  
Group and its staff.)

( 1/ 404)

01 .....	Continue	1	D
----------	----------	---	---

**118:**

**Q8EA**

Personal Services Contracting Group makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 405)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**119:**

**Q8EA1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 406 - 408 - 410 - 412 - 414 - 416)

01 .....	RECORD COMMENTS	01	O
02 .....	Don't know/Not sure	98	X
03 .....	Refused	99	X

**120:**

**Q8EB**

I am treated fairly by Personal Services Contracting Group. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 418)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**121:**

**Q8EC**

Personal Services Contracting Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 419)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**122:**

**Q8ED**

Personal Services Contracting Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 420)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**123:**

**Q8EE**

Personal Services Contracting Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 421)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**124:**

**Q8EF**

Personal Services Contracting Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 422)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

125:

Q8EG

Personal Services Contracting Group staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 423)

01 .....	Don't agree at all	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Agree completely	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

126:

Q8EH

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What additional products or services could the Personal Services Contracting Group provide that would be useful to you?

( 1/ 424 - 426 - 428 - 430 - 432 - 434)

01 .....	RECORD COMMENTS	01	O
02 .....	Explanation of their services,process steps	02	N
03 .....	More/better training	03	N
04 .....	More website presence/more types of materials(means to get out info and news)	04	N
05 .....	They offer all we need/have done everything they can	96	N
06 .....	Nothing in particular	97	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

127:

Q9

*READ 1-3*

The next series of questions deals with OFM information. OFM provides 3 basic types of information. Which of these 3 basic types do you use?

Do you use.....

( 1/ 436 - 438 - 440)

01 .....	Policies and Procedures provided by OFM?	01
02 .....	Data provided by any group within OFM?	02
03 .....	Technical Assistance provided by OFM?	03
04 .....		
05 .....	Don't know/Not sure	04
06 .....	Refused	05

134:

SELQ9

SELECTS highest random value

( 1/ 460)

01 .....	Policies and Procedures provided by OFM?	01
02 .....	Data or Forecasts provided by OFM?	02
03 .....	Technical Assistance provided by OFM?	03

**138:**

**X9A**

The next series of questions deals with policies and procedures information...

Would you say that OFM's policies and procedures are....

( 1/ 465)

01 ..... Continue 1

**139:**

**Q9AA**

(Would you say that OFM's policies and procedures are....) Understandable?

(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 466)

01 .....Extremely low rating 1  
02 .....2 2  
03 .....3 3  
04 .....4 4  
05 .....5 5  
06 .....6 6  
07 ..... Very high rating 7  
08 ..... Don't know/Refused 8  
09 .....Not applicable 9

**140:**

**Q9AB**

(Would you say that OFM's policies and procedures are....) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 467)

01 .....Extremely low rating 1  
02 .....2 2  
03 .....3 3  
04 .....4 4  
05 .....5 5  
06 .....6 6  
07 ..... Very high rating 7  
08 ..... Don't know/Refused 8  
09 .....Not applicable 9

**141:**

**Q9AC**

(Would you say that OFM's policies and procedures are....) Timely? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 468)

01 .....Extremely low rating 1  
02 .....2 2  
03 .....3 3  
04 .....4 4  
05 .....5 5  
06 .....6 6  
07 ..... Very high rating 7  
08 ..... Don't know/Refused 8  
09 .....Not applicable 9

**142:**

**Q9AD**

(Would you say that OFM's policies and procedures are....) Complete? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 469)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**143:**

**Q9AE**

(Would you say that OFM's policies and procedures are....) In the format I prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 470)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**144:**

**X9B**

The next series of questions deals with data provided by OFM....  
would you say that data provided by OFM is...

( 1/ 471)

01 .....	Continue	1	D
----------	----------	---	---

**145:**

**Q9BA**

(would you say that data provided by OFM is..) Understandable? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 472)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**146:**

**Q9BB**

(would you say that data provided by OFM is..) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 473)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**147:**

**Q9BC**

(would you say that data provided by OFM is..) Accurate? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 474)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**148:**

**Q9BD**

(would you say that data provided by OFM is..) Unbiased? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 475)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9



**149:**

**Q9BE**

(would you say that data provided by OFM is..) Timely? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 476)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**150:**

**Q9BF**

(would you say that data provided by OFM is..) Complete? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 477)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**151:**

**Q9BG**

(would you say that data provided by OFM is..) in the format I prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 478)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**152:**

**Q9BH**

(would you say that data provided by OFM is..) Credible? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 479)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**153:**

**Q9C**

The next series of questions deals with technical assistance provided by OFM..

Would you say that the technical assistance provided by OFM is...

( 1/ 480)

01 .....	Continue	1	D
----------	----------	---	---

**154:**

**Q9CA**

(Would you say that the technical assistance provided by OFM is..) Understandable? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 481)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**155:**

**Q9CB**

(Would you say that the technical assistance provided by OFM is..) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 482)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**156:**

**Q9CC**

(Would you say that the technical assistance provided by OFM is..) Accurate?  
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 483)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**157:**

**Q9CD**

(Would you say that the technical assistance provided by OFM is..) Unbiased?  
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 484)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**158:**

**Q9CE**

(Would you say that the technical assistance provided by OFM is..) Timely?  
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 485)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

---

**159:**

**Q9CF**

(Would you say that the technical assistance provided by OFM is..) Complete?  
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some  
number in between?)

( 1/ 486)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**160:**

**Q9CG**

(Would you say that the technical assistance provided by OFM is..) In the format I  
prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or  
some number in between?)

( 1/ 487)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**161:**

**Q9CH**

(Would you say that the technical assistance provided by OFM is..) Credible?  
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some  
number in between?)

( 1/ 488)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**162:**

**Q9D**

On that same scale, how would you rate, OVERALL, the information you receive from all parts of OFM? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 489)

01 .....	Extremely low rating	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Very high rating	7
08 .....	Don't know/Refused	8
09 .....	Not applicable	9

**163:**

**XQ10**

OFM offers a variety of products and services. I'm going to ask you about specific products and services that you may use. For each, I'll ask you to rate its importance to you for doing your job. If you do not use it at all in your job, please just tell me so. Again, please use a 1-7 scale, with 1 meaning not at all important and 7 meaning extremely important.

The first is.....

( 1/ 490)

01 .....	Continue	1
----------	----------	---

**164:**

**Q10A**

How important to you are the products and services you receive from the Budget Division? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 491)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**165:**

**Q10B**

Thinking about the Statewide Accounting Consultants Group, how important to you is the consulting and technical support for accounting? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 492)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

---

**166:**

**Q10C**

(Thinking about the Accounting Consultants Group,) How important to you is the administrative and accounting policies and procedures? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 493)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

---

**167:**

**Q10D**

How important to you are the Personal Services Contracting services that OFM provides? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 494)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

---

**168:**

**Q10E**

How important to you are the Population and Forecasting products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of Washington? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 495)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**169:**

**XQ10G**

Thinking about The STATEWIDE FINANCIAL SYSTEMS GROUP, how important is it to you that the Financial Systems Group supports your agency in the following business areas?

The first is....

( 1/ 496)

01 .....	Continue	1	D
----------	----------	---	---

**170:**

**Q10G**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support payment and the management of accounts payable. (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 497)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**171:**

**Q10H**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support receipts and the management of accounts receivable (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 498)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

---

**172:**

**Q10I**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support the preparation and submittal of budget requests and allotments. (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 499)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

---

**173:**

**Q10J**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support time collection, labor distribution, and cost allocation.(Would you say, 1: not at all important, 7: extremely important or some number in between?)

( 1/ 500)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

---



**174:**

**Q10K**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Information that supports financial management. (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 501)

01 .....	Not at all important	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Extremely important	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**175:**

**Q11**

Thinking of these same products and services, please tell me how satisfied you are with each. This time, 1 means not at all satisfied and 7 means completely satisfied.

( 1/ 502)

01 .....	Continue	1
----------	----------	---

**176:**

**Q11A**

How satisfied are you with the products and services you receive from the Budget Division? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 503)

01 .....	Not at all satisfied	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**177:**

**Q11A1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 504 - 506 - 508 - 510 - 512 - 514)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

**178:**

**Q11A2**

Think back to how you would have rated the Budget Division a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 516)

01 .....	Higher	1
02 .....	Lower	2
03 .....	About the same	3
04 .....	Don't know/Not sure	4
05 .....	Refused	5

**179:**

**Q11B**

Thinking about the Statewide Accounting Consultants Group, how satisfied are you with their consulting and technical support for accounting? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 517)

01 .....	Not at all satisfied	1
02 .....		2
03 .....		3
04 .....		4
05 .....		5
06 .....		6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**180:**

**Q11B1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 518 - 520 - 522 - 524 - 526 - 528)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

**181:**

**Q11C**

How satisfied are you with the Accounting Consultants Group's policies and procedures regarding administrative and accounting issues? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 530)

01 .....	Not at all satisfied	1
02 .....		2
03 .....		3
04 .....		4
05 .....		5
06 .....		6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

182:

Q11C1

PROBE AND CLARIFY. PRESS ENTER TO CONTINUE

Why do you say that?

( 1/ 531 - 533 - 535 - 537 - 539 - 541)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

183:

Q11C2

Think back to how you would have rated the Accounting Consultant Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 543)

01 .....	Higher	1
02 .....	Lower	2
03 .....	About the same	3
04 .....	Don't know/Not sure	4
05 .....	Refused	5

184:

Q11D

How satisfied are you with products and services received from the Personal Services Contracting Group, including the Guide to Personal Service Contracting? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 544)

01 .....	Not at all satisfied	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

185:

Q11D1

PROBE AND CLARIFY. PRESS ENTER TO CONTINUE

Why do you say that?

( 1/ 545 - 547 - 549 - 551 - 553 - 555)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

**186:**

**Q11D2**

Think back to how you would have rated the Personal Services Contracting Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 557)

- |          |                     |   |
|----------|---------------------|---|
| 01 ..... | Higher              | 1 |
| 02 ..... | Lower               | 2 |
| 03 ..... | About the same      | 3 |
| 04 ..... | Don't know/Not sure | 4 |
| 05 ..... | Refused             | 5 |

**187:**

**Q11E**

How satisfied are you with the Population and Forecasting Group products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of Washington? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 558)

- |          |                           |   |
|----------|---------------------------|---|
| 01 ..... | Not at all satisfied      | 1 |
| 02 ..... |                           | 2 |
| 03 ..... |                           | 3 |
| 04 ..... |                           | 4 |
| 05 ..... |                           | 5 |
| 06 ..... |                           | 6 |
| 07 ..... | Completely satisfied      | 7 |
| 08 ..... | Don't know/Refused        | 8 |
| 09 ..... | Do not use/Not applicable | 9 |

**188:**

**Q11E1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 559 - 561 - 563 - 565 - 567 - 569)

- |          |  |    |   |
|----------|--|----|---|
| 01 ..... | RECORD COMMENTS  | 01 | O |
| 02 ..... | Issues related to reports/information                      | 02 | N |
| 03 ..... | Issues related to personnel or level of training/knowledge | 03 | N |
| 04 ..... | Issues related to the process/systems used                 | 04 | N |
| 05 ..... | Unclear;confusing;out of date;overly complex               | 05 | N |
| 06 ..... | All Other issues   | 20 | N |
| 07 ..... | Don't know/Not sure  | 98 | X |
| 08 ..... | Refused  | 99 | X |

**189:**

**Q11E2**

Think back to how you would have rated the Population and Forecasting Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 571)

- |          |                     |   |
|----------|---------------------|---|
| 01 ..... | Higher              | 1 |
| 02 ..... | Lower               | 2 |
| 03 ..... | About the same      | 3 |
| 04 ..... | Don't know/Not sure | 4 |
| 05 ..... | Refused             | 5 |

**190:**

**Q11G**

Thinking about the statewide Financial Systems Group, how satisfied are you with the way the Financial Systems Group meets your agency's business needs in payment and the management of accounts payable. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 572)

01 .....	Not at all satisfied	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**191:**

**Q11G1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 573 - 575 - 577 - 579 - 581 - 583)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

**192:**

**Q11H**

How satisfied are you with the way the Financial Systems Group meets your agency's business needs in Systems that support receipts and the management of accounts receivable. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 585)

01 .....	Not at all satisfied	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**193:**

**Q11H1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 586 - 588 - 590 - 592 - 594 - 596)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

**194:**

**Q11I**

How satisfied are you with (the way the Financial Systems Group meets your agency's business needs in) preparation and submittal of budget requests and allotments. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 598)

01 .....	Not at all satisfied	1
02 .....	2	2
03 .....	3	3
04 .....	4	4
05 .....	5	5
06 .....	6	6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**195:**

**Q11I1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 599 - 601 - 603 - 605 - 607 - 609)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

**196:**

**Q11J**

How satisfied are you with (the way the Financial Systems Group meets your agency's business needs in) time collection, labor distribution, and cost allocation? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

( 1/ 611)

01 .....	Not at all satisfied	1
02 .....		2
03 .....		3
04 .....		4
05 .....		5
06 .....		6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

**197:**

**Q11J1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

Why do you say that?

( 1/ 612 - 614 - 616 - 618 - 620 - 622)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

**198:**

**Q11K**

How satisfied are you with (the way the Financial Systems Group meets your agency's business needs in) information that supports financial management? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

( 1/ 624)

01 .....	Not at all satisfied	1
02 .....		2
03 .....		3
04 .....		4
05 .....		5
06 .....		6
07 .....	Completely satisfied	7
08 .....	Don't know/Refused	8
09 .....	Do not use/Not applicable	9

199:

Q11K1

PROBE AND CLARIFY PRESS ENTER TO CONTINUE

Why do you say that?

( 1/ 625 - 627 - 629 - 631 - 633 - 635)

01 .....	RECORD COMMENTS	01	O
02 .....	Issues related to reports/information	02	N
03 .....	Issues related to personnel or level of training/knowledge	03	N
04 .....	Issues related to the process/systems used	04	N
05 .....	Unclear;confusing;out of date;overly complex	05	N
06 .....	All Other issues	20	N
07 .....	Don't know/Not sure	98	X
08 .....	Refused	99	X

200:

Q11K2

Think back to how you would have rated the Statewide Financial Systems a year ago. Is your overall satisfaction today on these systems higher, lower or about the same as 12 months ago?

( 1/ 637)

01 .....	Higher	1
02 .....	Lower	2
03 .....	About the same	3
04 .....	Don't know/Not sure	4
05 .....	Refused	5

201:

FEWQ

Now, I would like to ask you some questions about your agency, employment, and interaction with OFM. Your responses are used only for statistical classification of the data.

( 1/ 638)

01 .....	Continue	1	D
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202:

Q13

First, what is your Agency or Organization?

( 1/ 639)

01 .....	RECORD RESPONSE	01	O
02 .....	Executive Cabinet Agency(Dept of...)	02	N
03 .....	All other state agencies	03	N
04 .....	City/town/municipality/county	04	N
05 .....	All other	05	N
06 .....	Don't know/not sure	98	N
07 .....	Refused	99	



203:

Q14

READ 1-97

Which type of functional area are you in?

( 1/ 641 - 643 - 645)

01 .....	Accounting,	01	
02 .....	Budget,	02	
03 .....	Planning/Community Development	03	N
04 .....	Technical/Information systems	04	N
05 .....	Research	05	N
06 .....	Liaison Group	06	N
07 .....	Independent consultant	07	N
08 .....	Administrative-generally	08	N
09 .....	Contracts/grants/purching	09	N
10 .....	Financial-generally	10	N
11 .....	Policy	11	N
12 .....	Judicial	12	N
13 .....	Director/deputy/exeutive management	13	N
14 .....	Program-generally	14	N
15 .....	Training	15	N
16 .....	Capital/facilites/property management	16	N
17 .....	Human resources	17	N
18 .....	Audit	18	N
19 .....	Communications/PR	19	N
20 .....	All Other	20	N
21 .....	Or, some other area? (SPECIFY)	97	O
22 .....			
23 .....	Don't know/not sure	98	X
24 .....	Refused	99	X

204:

Q15

READ 1-97 IF NEEDED

How often do you have contact with OFM? IF NEEDED: By contact, I am including requesting information from OFM, providing information or data TO OFM, using OFM publications, or using OFM computerized financial systems such as AFRS.

( 1/ 647)

01 .....	Daily,	01	
02 .....	Weekly,	02	
03 .....	Monthly,	03	
04 .....	Quarterly,	04	
05 .....	Bi-annually,	05	
06 .....	Annually,	06	
07 .....	Or something else? (SPECIFY)	97	O
08 .....			
09 .....	Don't know / not sure	98	
10 .....	Refused	99	

**205:**

**Q16**

*READ 1-5*

When was your most recent contact with OFM? Was it in the . .

( 1/ 649)

- |          |                                |   |
|----------|--------------------------------|---|
| 01 ..... | Past week?                     | 1 |
| 02 ..... | Past month?                    | 2 |
| 03 ..... | Past 2 to 3 months?            | 3 |
| 04 ..... | Past 4 to 6 months?            | 4 |
| 05 ..... | Or in the past 7 to 12 months? | 5 |
| 06 ..... |                                |   |
| 07 ..... | Don't know/Not sure            | 6 |
| 08 ..... | Refused                        | 9 |

**206:**

**Q19A**

How long have you been employed with the state?

ENTER 00 IF LESS THAN 1 YEAR

( 1/ 650)

- |          |                    |    |
|----------|--------------------|----|
| 01 ..... | Less than one year | 00 |
| 02 ..... | Refused            | 99 |

What is the population of your local government?

(999998 = DON'T KNOW, 999999 = REFUSED)

RECORD IN THOUSANDS

NUMBER:      \_ \_ \_ , \_ \_ \_ ,000      TYPE NUMBER @q19b

**207:**

**Q19B**

*IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate*

SCREEN

( 1/ 652)

- |          |                       |        |        |
|----------|-----------------------|--------|--------|
| 01 ..... | Don't know / not sure | 999998 | => Q20 |
| 02 ..... | Refused               | 999999 | => Q20 |

**209:**

**Q20**

How long have you worked in a position where you have contact with OFM?

ENTER 00 IF LESS THAN 1 YEAR

( 1/ 667)

- |          |                    |    |
|----------|--------------------|----|
| 01 ..... | Less than one year | 00 |
| 02 ..... | Refused            | 99 |

**210:**

**Q21**

How long have you been employed in your current agency?

ENTER 00 IF LESS THAN 1 YEAR

( 1/ 669)

- |          |                    |    |
|----------|--------------------|----|
| 01 ..... | Less than one year | 00 |
| 02 ..... | Refused            | 99 |

211:

Q22

**CLARIFY.**

I have a few last questions: If OFM could make ONE change that would make their products and services better, what would it be?

( 1/ 671)

01	.....Nothing / no changes needed	00	X
02	..... Customer service orientation/more,better,different	01	N
03	.....Promote/explain products and services	02	N
04	Communication improved internally-e.g.between upper management and analysts		
05	or between budget and accounting/solicit input.....	03	N
06	Communication improved externally-we're all one team approach with clients/		
07	phone calls answered by a person not automated,etc.....	04	N
06	Provide information that is updated, accurate,consistent,usable(user-friendly),		
07	with background detail.....	05	N
07	..... Timely responses	06	N
08	Realistic timeframes for workflow/give sufficient notice when request info from		
09	agencies .....	07	N
10	Computer systems/software,flexible,less trans.oriented,CAMS,wins,dev.new acc.		
11	models that inter, or make AFRS inter.(ext rep)inv other agencies,Wind.....	08	N
10	..... Use the Internet more	09	N
12	Policy directives-easy to understand, simplicity,customer involvement,more		
13	timely policy and procedures.....	10	N
12	.....Accounting-more staff,better trained	11	N
14	Accounting-address Federal Contracts and Grants in contractual terms, provide		
15	better payroll support .....	12	N
14	Budget-more staff, ableto respond, become familiar with agency;simplify		
15	budget process.....	13	N
15	.....Help desk-more staff,etc	14	N
16	Forecasting-accurate census in 2000,less confusing forms, add some health		
17	insurance info, politics and economics,be sensitive to local data to OFM ..	15	N
18	Personal Services Contracting-need things quickly and some that OFM system		
19	cannot provide, more friendly .....	16	N
18	.....Manual/written instructions-OFM manual more readable,clear,better indices	17	N
19	..... Training- geographic accessibility,more specific(e.g.AFRS)	18	N
20	.....Reporting-improve format;simplify;on demand;easier to read	19	N
21	.....All other	20	N
22	More understanding/support/knowledge of agencies/programs and their unique		
23	needs .....	21	N
23	.....Simplify forms and paperwork	22	N
24	.....RECORD RESPONSE	97	O
25	..... Don't know	98	X
26	.....Refused	99	X

212:

Q23

**CLARIFY**

What is the ONE thing that OFM is doing so well that they should not consider making any change in how they do it?

( 1/ 673)

01 .....	None / all needs changes	00	X
02 .....	Customer service orientation/personnel who provide good cust serv;moving		
03 .....	away from bureauc.;responsive,avail,pleasant;listener,communicator,etc. ....	01	N
03 .....	Coordination,getting people to the table	02	N
04 .....	Providing good/credible/unbiased information	03	N
05 .....	Knowledge/expertise of personnel in their specialities	04	N
06 .....	Smooth,fast direct processing of information	05	N
07 .....	Policy directives	06	N
08 .....	Accounting/AFRS/ADDS support and information	07	N
09 .....	Budget process/information	08	N
10 .....	Forecasting methods/formats	09	N
11 .....	Manuals/written instructions	10	N
12 .....	Training/seminars	11	N
13 .....	Development of new systems/technology	12	N
14 .....	Personal Service Contracts	13	N
15 .....	Payments/disbursements	14	N
16 .....	Consultants/consulting	15	N
17 .....	Getting input from agencies	16	N
18 .....	Working through Internet/On line/web page	17	N
19 .....	Did well in preparing Y2K	18	N
20 .....	Change is being noticed/appreciation for soliciting feedback/Policy manual		
21 .....	upgrade good/using multiple channels of communication .....	19	N
21 .....	All other	20	N
22 .....	The "Ear"Publication	21	N
23 .....	Vision,leadership,forward thinking	22	N
24 .....	They do nothing well	94	X
25 .....	Nothing in particular/Don't know	95	X
26 .....	They offer all we need/have done everything they can	96	X
27 .....	RECORD RESPONSE	97	O
28 .....	Refused	99	X

213:

Q24

And finally, may we call you again within the next few months if we do further research on the topic of OFM service satisfaction?

( 1/ 675)

01 .....	Yes	1
02 .....	No	2
03 .....	Don't know/Refused	3

216:

INT01

**\$E**

That concludes my questions; thank you very much for your time and cooperation.

( 1/ 684)

01 .....	COMPLETED INTERVIEW	01	D	=> END
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